BRITISH·COLUMBIA'S

Planning for the Future

ENSURING EFFECTIVE ENFORCEMENT

ENSURING EFFECTIVE ENFORCEMENT

91-06858/

We welcome your comments:

We are most interested in your thoughts on *Ensuring Effective Enforcement* and will consider them carefully. If you would like to comment on this document, obtain more information, or order more copies, please contact:

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PREFACE

Ensuring Effective Enforcement *embodies a strong commitment by the Government of British Columbia to preserve our environment, now and in the future. As announced in the 1991 Speech from the Throne, this discussion paper describes the enforcement policies and procedures that B.C. Environment has adopted and is carrying out. It also considers new ways to strengthen and improve enforcement.*

British Columbians recognize the need to protect the rich natural resources and surroundings that we all enjoy, and that fuel our economy. We also recognize the importance of economic growth. Therefore, the government has developed a fair and effective enforcement strategy to ensure that future generations live in a prosperous province that still deserves to be called "beautiful B.C.".

The enforcement strategy rests on the principle of sustainable development, which holds that the environment and the economy depend on each other for their long-term well-being. Economic development is vital to maintaining our high standard of living, but it must be pursued within the limits required for a sound environment.

Ensuring Effective Enforcement *clearly lays out our rights and responsibilities in sustaining a healthy environment and economy. We must continue to review our environmental enforcement activities — and, if necessary, create new initiatives — to make sure we manage our resources with care.*

This discussion paper is one of several being prepared throughout the ministry, under the banner of British Columbia's Environment: Planning for the Future. *The other papers are management strategies aimed at protecting and enriching our major resources, including wildlife, water and air. All the papers share the goals of sustainable development, and of assuring ecological health through assertive action and public consultation.*

We in B.C. Environment encourage you to take part in developing an effective program of enforcement and compliance, by letting us know your thoughts on Ensuring Effective Enforcement. *By working together, we will be able to pass on a living legacy of a thriving, beautiful environment — to our children and the children of tomorrow.*

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INTRODUCTION

In the 1990s, British Columbians look to government to provide clearly enunciated and effective environmental protection programs, supported by strong and enforceable legislation.

This booklet describes the enforcement and compliance program maintained by B.C. Environment to meet that responsibility. In addition to outlining existing policy and procedure, it examines specific areas of action, currently under review, for improving and strengthening the effectiveness of enforcement activities in the future. Those include:

- Enhancing provisions that hold corporate directors personally responsible for activities of their companies which contravene environmental legislation.

- Extending the range of circumstances under which the public can initiate complaints and investigations, and incorporating measures to identify frivolous claims.

- Ensuring fairness and equity in the enforcement process through expeditious and cost-effective appeal mechanisms, and review of the role of the Environmental Appeal Board.

- Expanding the application of the "polluter pay" principle, along with enhanced cost-recovery capabilities, to ensure that those who pollute pay for cleanup and recovery.

It is hoped that this discussion paper will provide a better understanding of the activities associated with the ministry's enforcement program — and increase appreciation of and support for environmental protection.

1

ENFORCEMENT AND COMPLIANCE

The mission of B.C. Environment is:

> ***"To manage, protect and enhance the environment for the benefit of current and future generations."***

Enforcement and compliance are significant terms relating to the implementation of the mission statement. ***Compliance*** means the state of conformity with the law. Measures that the ministry uses to ensure compliance include:

- Written and verbal communication.
- Consultation.
- Monitoring.
- Inspection.
- Data review.
- Enforcement, the subject of this discussion.

Enforcement activities include:

- Investigations of alleged violations.
- Imposition of corrective measures.
- Administrative responses to compel compliance — such as warnings, cancellation or restriction of licences or permits, orders made by engineers under the *Water Act*, abatement orders and the like.
- Prosecution.

2

GUIDING PRINCIPLES FOR COMPLIANCE AND ENFORCEMENT

The following are the principles that guide B.C. Environment enforcement activities:

- B.C. Environment will seek compliance with its legislation in a manner that considers the public interest and that is consistent across the province, using compliance and enforcement options which are clearly founded in law.

- Every occurrence will be the subject of an appropriate response. An occurrence may be an actual or suspected violation of ministry environmental legislation, regulation, permit, approval, order or licence — whether noted by B.C. Environment staff or reported to the ministry by the permittee or by the public.

- All identified violations will be followed by an administrative response or prosecution, or both.

- B.C. Environment will administer its legislation, policies and programs with an emphasis on preventing environmental damage, and in a way that reflects its underlying philosophy of ensuring a sustainable environment.

- B.C. Environment will take full advantage of the opportunities for environmental enforcement provided by the legislation, regulations, policies, programs and staff of other government agencies.

- B.C. Environment will use continuing public education programs to seek the help of an informed public in achieving compliance with environmental legislation, and in reporting suspected violations.

- B.C. Environment will regularly report to the public on its compliance and enforcement activities.

3

NEW ATTITUDES, NEW APPROACHES

In the past, B.C. Environment has directed its enforcement activities primarily towards protecting fish and wildlife resources. While the commitment to that enforcement work continues, the ministry has significantly enhanced the enforcement of its other environmental legislation — in recognition of its responsibility for health and safety. Highlights of the enhancement program include:

- A restructured and increased inspection and enforcement staff.
- Public release of a list of polluters. The list is updated regularly.
- Legislative amendment to facilitate enforcement and to increase available fine levels. Recent amendments to the *Waste Management Act*, for example, provide for a maximum penalty of $3 million per day and/or three years in prison.
- With the support of the Ministry of Attorney General, recognition of the need to adopt an aggressive prosecution policy, especially with respect to pollution offences. The number of charges against violators of B.C. environmental legislation has increased substantially in the last two years.
- Development of procedures and guidelines to ensure consistent, timely implementation of enforcement policy throughout British Columbia.
- Legislative amendments that provide for the forfeiture of the profits derived from the illegal activity.
- Legislative amendments providing for fines and forfeited profits to be paid into the Sustainable Environment Fund, instead of General Revenue.
- Provision within the legislation allowing a court to order payment of investigative costs to the Crown.

4

WHY ENFORCE?

B.C. Environment's enforcement program demonstrates that the goal of the provincial government is compliance with the law. Violations of environmental statutes, regulations, permits, licences or orders will not be tolerated.

Environmental legislation in British Columbia will be enforced.

Enforcement measures are designed to achieve the following:

- ***Protection*** of the environment.
- ***Compliance*** with the law.
- ***Rehabilitation*** of the environment and the offender.
- ***Deterrence*** of offenders and potential offenders.
- ***Punishment*** of offenders.
- An enriched ***public awareness*** of the importance of environmental protection and the negative consequences associated with ignoring ministry requirements.

5

ENVIRONMENTAL LEGISLATION: THE BASIS FOR PURSUING ENFORCEMENT

B.C. Environment is responsible for a broad range of legislation to facilitate the maintenance of a healthy environment in British Columbia. (See Appendix 1). These statutes and their accompanying regulations establish environmental protection provisions that are far-reaching and powerful.

The *Waste Management Act*, for example, states:

> ***"...no person shall introduce waste into the environment in such a manner or quantity as to cause pollution...."***

That provision addresses a broad range of actions: both a person pouring old paint down a storm drain and a major chemical company discharging unauthorized material from its plant into a river would contravene the *Waste Management Act*.

Through environmental assessment of proposed activities, B.C. Environment ensures that the receiving environment is adequately protected. Environmental statutes provide for the issuance and monitoring of permits and licences which prescribe the terms of compliance. Measures to ensure compliance may form part of the actual licence. In the *Water Act*, for example, the Comptroller of Water Rights or water manager may require an applicant to give security in any form or amount he considers to be in the public interest, before granting a licence.

The enforcement response to violation of permit terms or any other instance of noncompliance will depend on a variety of factors — including the extent of damage or potential damage to the receiving environment, and the compliance history of the individual or company.

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WHO ENFORCES ENVIRONMENTAL LEGISLATION IN BRITISH COLUMBIA?

The following authorities are responsible for implementing the mission of B.C. Environment (explained in chapter 1):

B.C. Environment Minister — The B.C. Environment Minister has the final responsibility for achieving compliance with environmental statutes. The minister is accountable to the Legislative Assembly.

B.C. Environment Staff — Throughout the province, B.C. Environment staff are responsible for the daily administration of various environmental statutes and programs. Officers are located in six regional offices and in numerous subregional and district offices.

B.C. Environment staff are highly trained professionals. They include water technicians, waste officers, pesticide officers, waste managers, water engineers, fish and wildlife staff, and conservation officers — some of whom are members of the Environment Enforcement Unit. All are responsible for implementing the B.C. Environment enforcement program. Their duties comprise:

- Monitoring of compliance with the permits and licences that govern fish and wildlife activities, water use and ongoing discharges of waste materials into the environment.
- Inspections and spot checks of all activities governed by environmental legislation.
- Evaluation of inspection reports and monitoring data.
- Investigations of alleged environmental offences.
- Giving evidence in court.
- Enforcement of orders and injunctions.

The investigative enforcement arm of the ministry is the Conservation Officer Service. Besides carrying out their historical responsibility of enforcing fisheries and wildlife legislation, conservation officers now investigate offences under the *Waste Management, Water* and *Pesticide Control Acts*. Environmental Enforcement Units, made up of conservation officers who specialize in environmental investigations, are in place in all six ministry regions.

Attorney General — The Attorney General is the chief law officer in British Columbia. The duties of his office include prosecuting environmental offences.

Crown Counsel — Crown Counsel act as agents of the Attorney General and has the responsibility for laying charges in this province. Where B.C. Environment authorities recommend charges, the report is forwarded to Crown Counsel. And where charges are approved, the prosecution is conducted by Crown Counsel.

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INSPECTION AND INVESTIGATION

Inspection and investigation are two separate functions that may, on occasion, overlap. The differences between them must be clearly understood. ***Inspection*** is a regulatory function usually authorized by statute. It permits the checking or monitoring of an operation to verify compliance with the law — be it statute, order, permit or licence. Inspection may be carried out by monitoring, sample taking, or the examination of books and records. Far-reaching powers are given to ministry authorities to facilitate inspection.

B.C. Environment views inspection and monitoring as primarily pro-active functions designed to discover noncompliance practices and correct them. Where inspection and monitoring identify a violation, the ministry officer's enforcement response will be determined by the nature of the occurrence — particularly the actual or potential impact to the receiving environment, and the compliance history of the polluter.

Investigation is the process of verifying and substantiating a suspected offence. Investigations are done by B.C. Environment officers who are trained in the necessary, special skills. Legal constraints are placed on the exercise of powers used during the course of investigation. For example, search warrants may be required once an investigation has begun and evidence is gathered to support a charge. A suspected violator has legal rights, protected by the *Charter of Rights and Freedoms.*

B.C. Environment investigators verify suspected violations that have been identified by inspection or other reports. Investigative activities include:

- Gathering evidence and ensuring its continuity and integrity.
- Taking statements and interviewing witnesses.
- Obtaining and executing search warrants.
- Conducting or requiring disclosure of environmental audits.
- Preparing briefs for Crown Counsel.

Investigators and other involved ministry staff work closely with Crown Counsel preparing a case. Often, they are required to appear as witnesses in court proceedings.

8

ENFORCEMENT RESPONSE CRITERIA

The basic policy governing the enforcement of provincial environmental legislation in British Columbia is:

> ***Every suspected violation will receive careful review on the part of B.C. Environment officers to ensure that the most appropriate response is pursued. All identified violations will be followed by an administrative response or prosecution or both.***

When B.C. Environment conducts an investigation into a possible violation of an environmental statute, the following questions are considered in determining the appropriate response:

- Has there been a violation of the terms of a permit, licence, order or other legislative provision?
- Has the offender previously been convicted of an offence or received a formal warning?
- Has the offender a good and co-operative attitude and have there been reasonable efforts made to remedy or lessen the consequences of the offence?
- What is the nature and extent of damage or potential damage to the environment or resource?
- Does the evidence support a substantial likelihood of conviction?
- If there is a past history of noncompliance, have other methods of enforcement proven to be ineffective?
- Have the activities of the offender endangered lives or the safety of innocent people?
- Was the damage to the environment or resource deliberate?

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RESPONSES TO VIOLATIONS OF ENVIRONMENTAL LEGISLATION IN BRITISH COLUMBIA

B.C. Environment has many tools available to support its enforcement program. Determining the enforcement response to a given situation is at the discretion of B.C. Environment or, if prosecution is contemplated, the Ministry of Attorney General. Although it is policy that enforcement be consistent throughout the province, B.C. Environment must maintain the flexibility needed to ensure an appropriate response.

Enforcement tools can be grouped into two broad categories: ***administrative response*** and ***prosecution.*** Administrative enforcement tools used by B.C. Environment include:

- Warnings.
- Permit suspension or cancellation.
- Pollution abatement orders.
- Restraining orders.
- Injunctions.
- Ministerial and Cabinet orders.

The tools used for prosecution are tickets (which are issued directly to an offender by B.C. Environment officers) and formal prosecution (which involves laying charges by way of information under the appropriate statute).

A. Administrative Responses

(i) Warnings

A warning is an administrative response that may be used in first-offence situations.

Warnings are recorded and may be relevant to further enforcement activity. They may be issued when:

- There is a violation of the legislation.

- The public interest does not require formal legal proceedings.
- The offender has not previously committed an offence or been warned.
- The offender has a good and co-operative attitude.
- There is little or no damage to the environment or the resource.
- The offender has made reasonable efforts to remedy the situation.

Warnings are written and may contain:

- A reference to the section of the statute or regulations which governs the offence.
- A description of the violation.
- A specified time by which the individual must comply with any requirements.

(ii) Licence and Permit Suspension, Restriction or Cancellation
B.C. Environment has the mandate to issue permits or licences as provided by its statutes, which authorize (on a regulated basis) such activities as hunting, angling, water use, the discharge of specified amounts of wastes, and pesticide application. Contravention of the terms of such ministry approval may result in suspension, restriction or cancellation of the licence or permit.

(iii) Abatement Orders
Many environmental statutes, including the *Waste Management Act*, the *Water Act* and the *Pesticide Control Act*, empower designated ministry staff to order a person to stop an activity that is causing environmental damage and to carry out the necessary remedial work. Failure to obey an abatement order made by ministry staff is an offence under environmental legislation.

(iv) Restraining Orders
The *Waste Management Act* empowers the B.C. Environment Minister to obtain a restraining order from the Supreme Court of British Columbia. A restraining order can be used to stop an activity that contravenes the *Waste Management Act*. The violation of a restraining order issued by the Supreme Court is viewed as a serious matter verging on contempt.

(v) Injunctions
An injunction is an order obtained from the Supreme Court. It requires a party to refrain from pursuing a particular activity. Injunctions are preventive in nature, guarding against ***future*** injuries rather than affording a remedy for ***past*** injuries. They are usually sought only in severe cases, where ongoing pollution creates the risk of permanent environmental damage and where other enforcement measures have proven to be, or are likely to be, ineffective.

(vi) Ministerial and Cabinet Orders

Under the *Environment Management Act*, the minister may issue a written declaration in response to an activity that has been identified as causing, or having the potential to cause, a detrimental environmental impact. The minister may then make an interim *environmental protection order*, effective for a period of not longer than 15 days. The order may require that the specified activity be restricted, modified, or prohibited, or that any other action the minister considers necessary be undertaken.

Following the issuance of a written declaration by the minister, Cabinet may make an environmental protection order requiring that the activity be prohibited, restricted or modified — or requiring any other necessary action. The act does not restrict the time period that Cabinet may assign to an order.

The *Environment Management Act* also allows the minister to declare that an environmental emergency exists and that immediate action is required to prevent, lessen or control the hazard.

The *Wildlife Act* authorizes the minister to make regulations prohibiting, restricting or allowing hunting or trapping, for wildlife management purposes. The *Waste Management Act* empowers the minister to make orders to lessen the risk of an escape or spill. Finally, the *Environment and Land Use Act* enables Cabinet to pass orders considered necessary to protect the environment.

B. Prosecution Responses

(i) Ticketing

A ticket issued for environmental offences is similar to a traffic violation ticket issued under the *Motor Vehicle Act*. The offender who wishes to contest the charge may appear in court to do so. The offender who chooses not to contest is deemed to have pleaded guilty to the offence.

Officers deciding whether to proceed by way of a ticket with a voluntary penalty may consider the following criteria:

- A warning is not appropriate.
- The evidence supports a substantial likelihood of conviction.
- The public interest requires legal proceedings but not a public hearing.
- The set fine is adequate for the offence.
- There is no substantial damage to the environment or the resource.

Tickets may be issued for numerous offences, such as:

- Littering.
- Illegal possession of wildlife.
- Illegal discharges of sewage or septage from campers, camps, septic trucks, boats, etc..
- Sale of a pesticide without a licence.
- Diversion of more water than authorized.
- Angling without a licence.

(ii) Formal Prosecution

Investigators prepare a report to Crown Counsel for a decision as to whether or not a prosecution is warranted.

A prosecution will generally be considered where the available evidence indicates that ***there is a substantial likelihood of a conviction,*** and one or more of the following considerations apply:

- Other methods of enforcement have proven ineffective in the past or there is substantial reason to believe that other enforcement methods will not be effective.
- The potential accused is a repeat offender.
- The action by the offender was willful and resulted in damage to the environment or the resource.
- There is substantial damage to the environment or the resource.
- There is substantial potential for damage to the environment or the resource.
- The activities of the offender, or lack thereof, endangered lives or the safety of innocent people.
- The public interest requires a prosecution.

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EXAMPLES OF PENALTIES FOR OFFENCES AGAINST ENVIRONMENTAL LEGISLATION

A variety of penalties may be invoked if a prosecution results in a conviction. Some examples of available penalties are:

- A person convicted of littering or illegal discharge of domestic sewage under the *Litter Act* may be fined up to $2,000 or imprisoned up to six months. If the offence is continuous, the fine may be up to $500 per day for each day the offence continues.

- A person who obstructs a stream channel without authority may be fined up to $2,000 and/or imprisoned up to six months, under the *Water Act*.

- A person who sells a pesticide without a licence or certificate under the *Pesticide Control Act* is liable, upon conviction, to a fine of not more than $2,000, and not less than $1,000 for a subsequent similar offence, or imprisonment for six months, or both.

- A person convicted under the *Wildlife Act* for hunting out of season, damaging habitat in a Wildlife Management Area, or hunting an animal that is an endangered species may receive a fine of up to $10,000 and/or six months imprisonment. The maximum fine is increased to $50,000 for second and subsequent offences.

- A person who refuses to comply with a ministerial or Cabinet order issued under the *Environment Management Act* may be fined up to $100,000 for each day the offence continues.

- A person who introduces waste into the environment in a manner contrary to the provisions of the *Waste Management Act* may be fined up to $1 million per day. Any person found to be intentionally damaging the environment or who risks harm or death to others while contravening the act may be fined up to $3 million per day and/or imprisoned up to three years.

Those are a few of the available penalties provided by the statutes which B.C. Environment administers. Further details can be obtained by reviewing the individual statutes listed previously.

11

THE FUTURE OF ENFORCEMENT

The preceding chapters have described the practices that B.C. Environment uses to ensure fair and effective enforcement of environmental legislation.

A number of new legislative and policy initiatives are now being considered with a view to further enhancing the enforcement program. In particular, the "polluter pay" principle has been adopted. It will be incorporated into all enforcement mechanisms — including administrative penalties, directors' liability provisions, court orders and alternate dispute-resolution provisions.

The items below have been identified as desirable:

(i) Administrative Penalties
A wide variety of offences exist for which administrative penalties could be appropriate but are not currently available. B.C. Environment is considering an upgraded program of administrative penalties which would:

- Be handled within the government agency without the need to rely on the court system.
- Provide an internal right of review, including access to the Environmental Appeal Board.
- Direct the revenue generated from the penalties to the Sustainable Environment Fund, to be used towards rehabilitating and maintaining the environment.

The criteria used to determine the form of penalty to be applied to a contravention would be the same as those currently considered, which are discussed in chapter 8.

(ii) Appeals
An expanded program of administrative penalties will require an internal appeal mechanism that is both fair and expeditious. B.C. Environment is reviewing its existing appeal procedures at all levels, including the role of the Environmental Appeal Board.

(iii) Directors' Liability

Consistent with the principle of "polluter pay," and where appropriate, directors and officers of corporations should be held liable for the actions of their corporations. Responsibility for environmental violations, particularly in flagrant cases, should not be avoided by way of bankruptcy or corporate dissolution. Those ultimately responsible for the actions of a company must be fully aware that they too may be held personally accountable.

It is in the public interest that the scope of directors' liability be defined by statute. The *Waste Management Act* and the *Pesticide Control Act* already provide that certain corporate officials can be held responsible for the actions of the company. All environmental legislation is being reviewed to ensure that similar provisions are available where necessary. In addition, provisions defining others who may be held accountable should be reviewed to ensure that all responsible parties come under the scope of the legislation.

(iv) Review of Penalties

As noted previously, amendments made to the *Waste Management Act* in 1989 provide penalties of up to $3 million per day and/or imprisonment for up to three years. B.C. Environment is reviewing its other legislation to ensure that all fines and penalties adequately reflect the seriousness of the violation.

In addition to the penalties provided for by each offence, it is contemplated that courts be given the discretion to make other creative orders. Such orders may direct the offender to:

- Refrain from any activity that may result in continuing or repeating the violation.
- Correct resulting harm to the environment or take measures to avoid potential harm.
- Notify — at the offender's own expense — any person, company or government agency adversely affected by the violation.
- Publish the facts relating to the conviction.
- Perform community service.
- Compensate government for the costs of any preventive or corrective measures (including cleanup) necessitated by the violation.
- Contribute to the cost of research into the subject matter of the violation.

(v) Public Involvement

Heightened public interest in the environmental enforcement processes of B.C. Environment is important. Therefore, the ministry is creating a strategy to encourage more public participation in discovering and investigating

environmental incidents that may be violations. The strategy would include better public access to information on the use of enforcement mechanisms and on the progress of various investigations.

(vi) Alternate Dispute Resolution

B.C. Environment is considering a new policy that would permit government to enter into agreements with individuals and companies who have violated its legislation. Those agreements would provide that the offender voluntarily carry out stipulated remedial activities. Resolution would be achieved quickly, without the delay and expense of the court system.

Depending on the seriousness of the environmental damage caused, or which could have been caused, by the offence, any of the following terms could be included in the agreement:

- To discontinue any specific prohibited practice.
- To reimburse others for damages, including damages to public property.
- To pay the cost of cleanup or whatever remedial action may be necessary under any given act.
- To pay the costs of the investigation.
- To upgrade pollution control devices.
- To carry out information and education programs.
- To publicize the terms of the agreement, along with the specifics of the alleged violation.

In order to ensure compliance, legislation would be introduced to create an offence for failure to fulfil the terms of such an agreement.

(vii) Distribution of Authority

B.C.Environment is also considering broadening the authority given to regional staff to carry out enforcement activities under the *Environment Management Act*. Authority to issue environmental protection orders, environmental emergency orders and environmental cleanup orders would be delegated to regional staff — to ensure swift, effective action in preventing and correcting environmental harm. Accountability to senior management for the appropriate application of those powers would be incorporated into the program, with appeal of staff decisions going through normal channels.

(viii) Environmental Audits

Environmental audits are internal evaluations by which companies and agencies monitor their compliance with statutory requirements. Audits are often done by outside consultants and embodied in written reports. B.C. Environment encourages those audits and is considering the use of legislation to make them mandatory.

The requirement to carry out audits would depend on the size and type of the company's activity. The audits would be required on a regular basis, such as once every five years. The results would be reported to B.C. Environment, which would then make sure the company was brought into compliance with the law in a fair and orderly manner.

B.C. Environment is committed to the continuing exploration of more efficient, more effective and more timely ways to enforce environmental legislation.

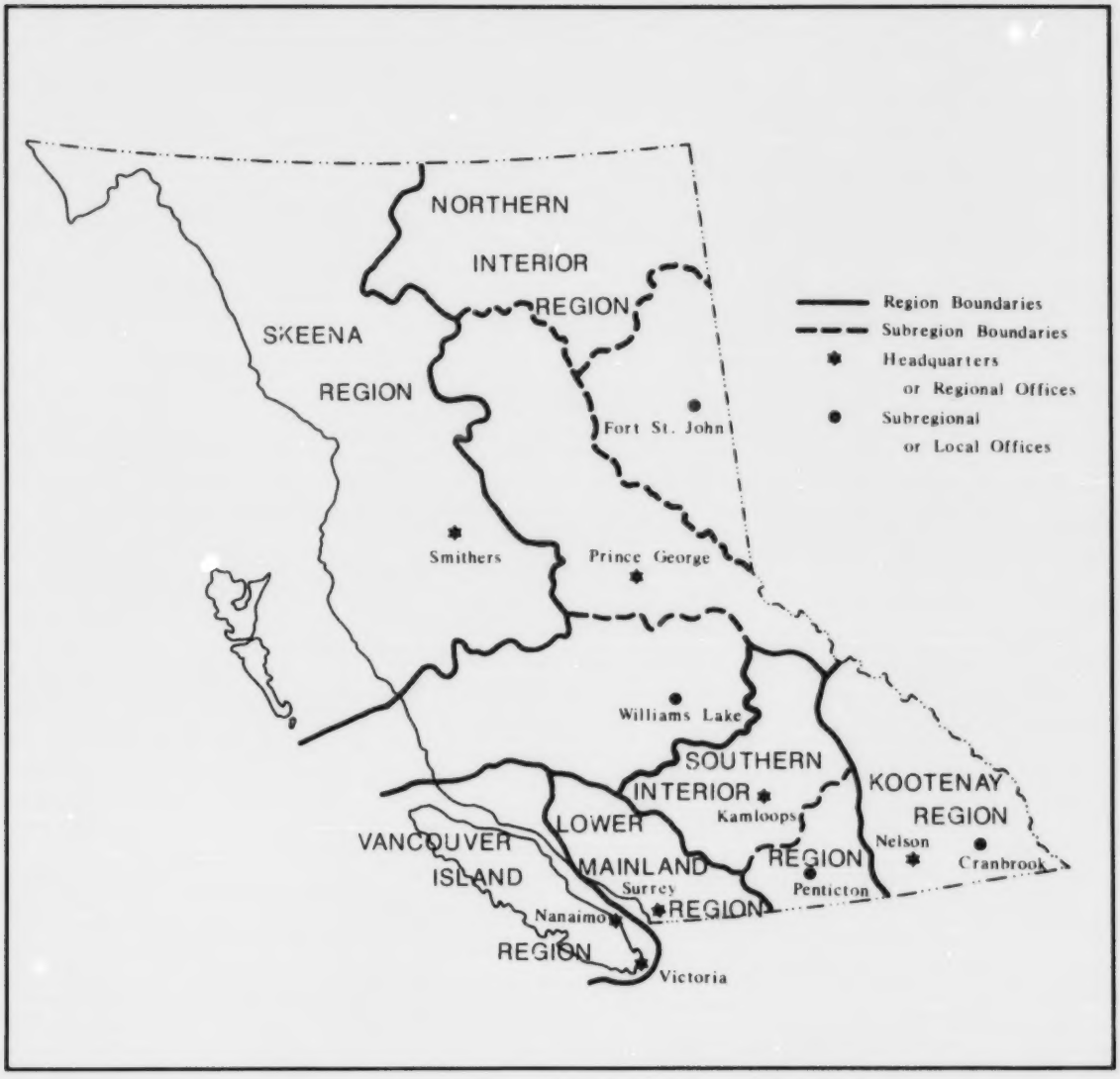
APPENDIX 1

MAJOR LEGISLATION ENFORCED BY B.C. ENVIRONMENT

- *Commercial River Rafting Safety Act*
- *Creston Valley Wildlife Act*
- *Environment and Land Use Act*
- *Environment Management Act*
- *Firearm Act*
- *Fisheries Act* (Canada) and B.C. Regulations
- *Game Export Act* (Canada)
- *Litter Act*
- *Migratory Birds Convention Act* (Canada)
- *Motor Vehicle (All Terrain) Act*
- *Pesticide Control Act*
- *Waste Management Act*
- *Water Act*
- *Wildlife Act* (1982)

APPENDIX 2

LOCATION OF B.C. ENVIRONMENT OFFICES



APPENDIX 3

ENFORCEMENT CONTACTS:

OFFICES OF B.C. ENVIRONMENT

	Regional Office	***Subregional Office***
Region 1: ***Vancouver Island***	2569 Kenworth Road **Nanaimo**, B.C. V9T 4P7 **758-3951**	
Region 2: ***Lower Mainland***	10334 — 152 A Street **Surrey**, B.C. V3R 7P8 **584-8822**	
Region 3: ***Southern Interior***	1259 Dalhousie Drive **Kamloops**, B.C. V2C 5Z5 **374-9717**	201 — 3547 Skaha Lake Road **Penticton**, B.C. V2A 7K2 **493-8261**
Region 4: ***Kootenay***	617 Vernon Street **Nelson**, B.C. V1L 4E9 **354-6333**	106 — 5th Avenue, S. **Cranbrook**, B.C. V1C 2G2 **426-1473**
Region 5: ***Northern***	1011 — 4th Avenue **Prince George**, B.C. V2L 3H9 **565-6400**	540 Borland Street **Williams Lake**, B.C. V2G 1R8 **398-4530** 10142 — 101st Avenue **Fort St. John**, B.C. V1J 2B3 **787-3478**
Region 6: ***Skeena***	3726 Alfred Street Bag 5000 **Smithers**, B.C. V0J 2N0 **847-7260**	